MEDIA STATEMENT

ABS statement on global Microsoft outage

Singapore, 13 November 2026 – Banks affected by the global Microsoft outage, especially those with retail services, have reached out to customers with alternative ways to get in touch, including customer service hotlines and relationship managers. They have also included notices on various channels, such as websites to alert customers of the outage.

Customers are also reminded to stay vigilant against potential scams related to this outage, and are advised not to click on unknown or unsolicited links and messages relating to the outage, as they can lead to phishing, scams, credentials theft, and malware.

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About The Association of Banks in Singapore

The Association of Banks in Singapore (ABS) plays an active role in promoting and representing the interests of the banking community in Singapore. In doing so, ABS works closely with the relevant government authorities and other stakeholders towards the development of a sound financial system in Singapore. Since its establishment in 1973, ABS has promoted common understanding and trust among its members and projected a unifying voice on banking issues. It has brought its members closer together through various guidelines and banking practices as well as the support of projects of mutual benefit to face the challenges of the financial and banking communities in Singapore. Today, ABS has a membership of over 150 local and foreign banks. More information on the ABS is available on the association's website, www.abs.org.sg.